



Startup Guide

Compaq Notebook Series

Document Part Number: 370700-001

June 2004

This guide explains how to set up your notebook and begin using it. It also provides battery pack, power management, and troubleshooting information.

© Copyright 2004 Hewlett-Packard Development Company, L.P.

Microsoft and Windows are U.S. registered trademarks of Microsoft Corporation. Adobe and Acrobat are trademarks of Adobe Systems Incorporated.

The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Startup Guide
Compaq Notebook Series
First Edition June 2004
Reference Number: 2200
Document Part Number: 370700-001

Contents

1 Getting Started with Your Notebook

Important Safety Information	1-1
Identifying Parts of the Notebook	1-2
Front Panel and Right Panel Components	1-3
Left Panel and Back Panel Components	1-4
Bottom Panel Components	1-5
Status Lights	1-6
Setting Up Your Notebook	1-8
Step 1: Insert the Battery Pack	1-8
Step 2: Connect AC Power	1-9
Step 3: Connect a Phone Line	1-10
Step 4: Turn On the Notebook	1-11
Step 5: Set Up Windows	1-12
Using the Documentation CD	1-12

2 Basic Operation

Operating Your Notebook	2-1
Default Power Settings	2-2
To Reset the Notebook	2-3
To Change the Boot Device	2-3
To Use the TouchPad	2-4
To Use the Tap to Click Function of the TouchPad	2-5
To Use the Function Hot Keys	2-6

Using CDs or DVDs.	2-7
To Play DVD Movies	2-7
To Write to DVD Media (Select Models Only)	2-7
To Connect a TV to Your Notebook (Select Models Only).	2-8

3 Battery Packs and Power Management

Using Battery Power	3-1
To Respond to a Low-Battery Warning	3-3
To Recharge the Battery Pack	3-3
To Get the Most from Your Battery Packs	3-4
Disposing of a Used Battery Pack.	3-6

4 Troubleshooting

Troubleshooting Your Notebook	4-1
Display Problems.	4-2
Hard Drive Problems.	4-3
Performance Problems.	4-4
Power and Battery Pack Problems.	4-5
Startup Problems	4-6
Configuring Your Notebook	4-7
To Run the BIOS Setup Utility	4-7
Updating Software and Drivers from the Web	4-9
Using System Recovery Features.	4-9
Safeguarding Your Data	4-10
Operating System (OS) CD Repair	4-11
OS CD Reinstall	4-12
Reinstalling Drivers.	4-13
Restoring Software Applications.	4-13

Index

Getting Started with Your Notebook

Important Safety Information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. For more information, refer to the *Reference Guide* on the *Documentation* CD provided with your product.



WARNING: To reduce the risk of electric shock or damage to your equipment:

- Plug the power cord into an electrical outlet that is easily accessible at all times.
- Disconnect power from the product by unplugging the power cord from the electrical outlet.
- If provided with a three-pin attachment plug on your power cable, plug the cable into a grounded (earthed) three-pin outlet. Do not disable the power cord grounding pin. The grounding pin is an important safety feature.



WARNING: To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup, posture, and health and work habits for computer users, and provides important electrical and mechanical safety information. This guide is located on the Web at <http://www.compaq.com/ergo> and on the hard drive or on the *Documentation* CD that is included with the product.



CAUTION: To reduce the risk of fire, use only No. 26 AWG or larger telecommunications line cord to connect a modem to the telephone wall jack. In Australia, the notebook must be connected to the Telecommunication Network through a line cord that meets the requirements of ACA Technical Standard TS008.

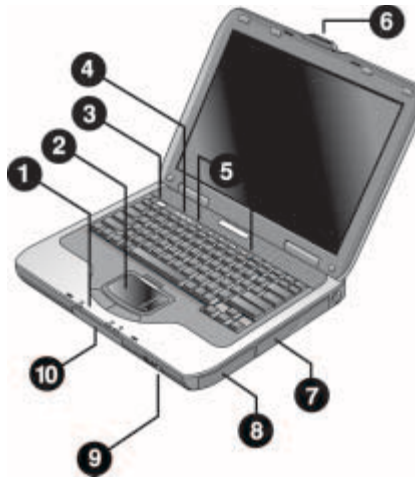
When using your notebook with a telephone connection, always follow basic safety precautions to reduce the risk of fire, electrical shock, and injury to persons.

- Do not use this product with a telephone connection near water (for example, near a bathtub, sink, or swimming pool, or in a wet basement).
- Avoid using a telephone connection (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
- Do not use a telephone connection to report a gas leak in the vicinity of the leak.
- Use only the power cord and battery packs indicated in this guide. Do not dispose of battery packs in a fire. They may explode. Check with local codes for possible special disposal instructions.
- Disconnect the modem cable before opening the notebook case or touching an uninsulated modem cable, jack, or internal component.
- Do not plug a modem cable or telephone cable into the network (LAN) receptacle.

Identifying Parts of the Notebook

Components included with the notebook may vary by geographical region and the features you selected. The following tables identify the standard external components included with most notebook models.

Front Panel and Right Panel Components



❶ Main status lights (left to right):
power mode, hard drive activity,
and battery

❹ Notebook open/close latch

❷ TouchPad, scroll pad, Click
buttons, and an on-off button

❸ CD-ROM, DVD, or other drive

❸ Power button: turns the notebook
on and off

❹ Battery pack

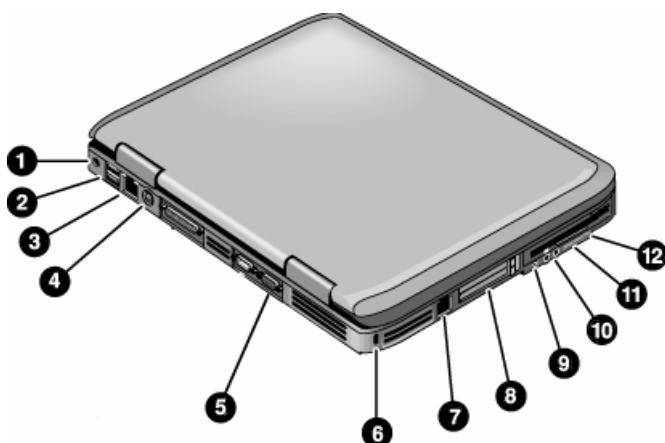
❹ Keyboard status lights

❺ Wireless on-off button and
indicator light (select
models only)

❺ One-Touch buttons

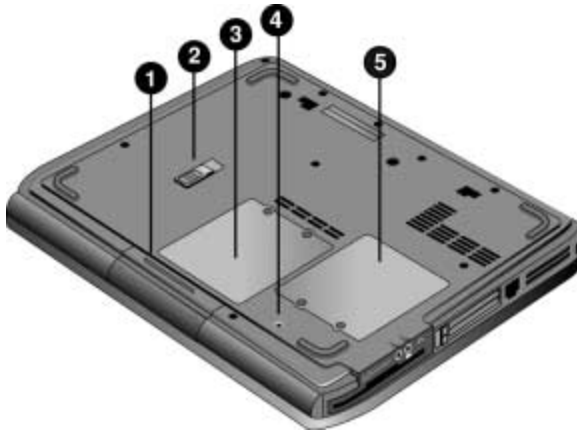
❻ Hard drive

Left Panel and Back Panel Components



❶ AC adapter jack	❷ RJ-11 jack: connects the modem cable
❸ Universal serial bus (USB) ports	❸ PC Card and CardBus slot and button (select models only; location varies by model)
❹ RJ-45 jack: connects a network cable	❹ IEEE 1394 port (select models only)
❺ S-Video out jack (select models only)	❺ Audio jacks (left to right): external microphone, audio out (headphones)
❻ External monitor port	❻ Volume control
❼ Cable lock slot (security connector)	❼ Audio mute button and audio mute light

Bottom Panel Components



❶ Hard drive

❷ Reset button

❸ Battery latch

❹ Mini PCI cover (no user parts inside)

❺ RAM (memory) cover

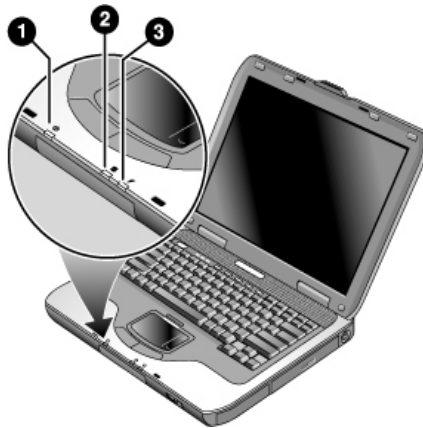


CAUTION: To prevent an unresponsive system and the display of a warning message, install only a Mini PCI device authorized for use in your notebook by the governmental agency that regulates wireless devices in your country. If you install a device and then receive a warning message, remove the device to restore notebook functionality. Then contact Customer Care.

Status Lights

The notebook includes a number of status lights that report power and battery status, drive activity, and keyboard functions such as Caps Lock and Num Lock.

The following diagram shows the main status lights on the front of the notebook.



① Power mode

- **On:** Notebook is on (even if the display is off).
- **Blinking:** Notebook is in Standby.
- **Off:** Notebook is off or in Hibernation.

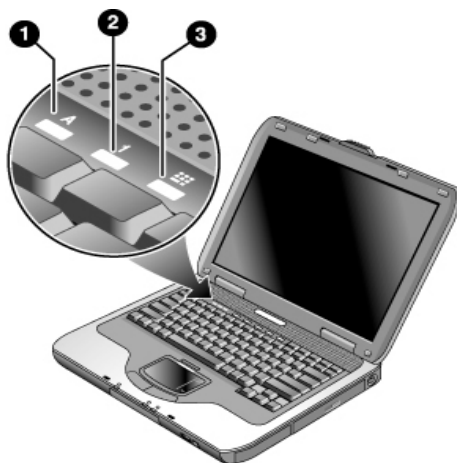
② Hard drive activity

- On:** Notebook is accessing the hard drive.

③ Battery status

- **Green:** AC adapter is connected and the battery pack is fully charged.
 - **Amber:** AC adapter is connected and the battery pack is charging.
 - **Blinking:** AC adapter is connected and the battery pack is missing or has a fault.
 - **Off:** AC adapter is not connected.
-

The keyboard status lights, located above the keyboard, indicate the states of the keyboard locks.



-
- ❶ **Caps Lock On:** Caps Lock is active.
 - ❷ **Num Lock On:** Num Lock is active. (The Keypad Lock must also be on to use the embedded keypad.)
 - ❸ **Keypad Lock On:** The embedded keypad is active (**Fn+F8**). Num Lock must also be on to activate the numeric keys. Otherwise, cursor control is active (as marked on an external keyboard).
-

Setting Up Your Notebook



WARNING: To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup, posture, and health and work habits for computer users, and provides important electrical and mechanical safety information. This guide is located on the Web at <http://www.compaq.com/ergo> and on the hard drive or on the *Documentation* CD that is included with the product.

When you set up your notebook for the first time, you will connect the AC adapter, charge the battery pack, turn on the notebook, and run the Microsoft® Windows® Setup program.

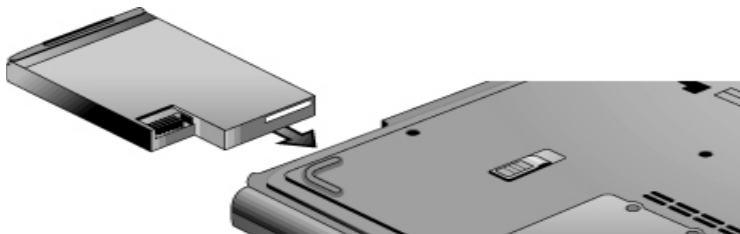
Step 1: Insert the Battery Pack



WARNING: Do not mutilate or puncture battery packs. Do not dispose of battery packs in fire, or they can burst or explode, releasing hazardous chemicals. Rechargeable battery packs must be recycled or disposed of properly.

To install the battery pack:

1. Turn the notebook upside down.
2. Insert the connector end of the battery pack into the battery pack compartment, then slide the battery pack in until it latches.



Step 2: Connect AC Power

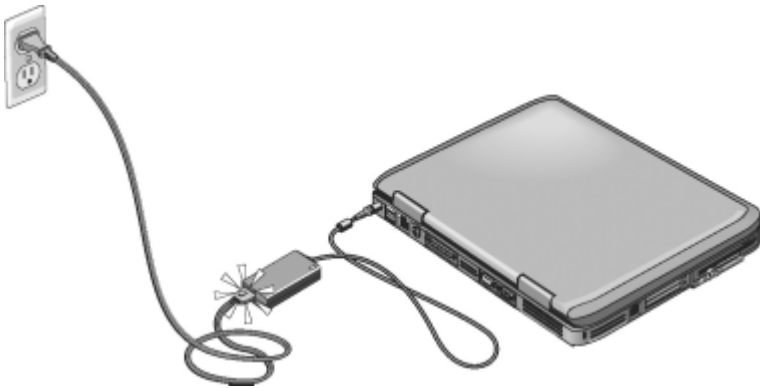


CAUTION: Use only the AC adapter included with your notebook (or other approved adapter that meets the power requirements of the notebook). Using the wrong AC adapter could damage the notebook or adapter, cause data loss, and may void your warranty.

1. Plug the AC adapter into the notebook.
2. Connect the power cord to the AC adapter.
3. Plug the power cord into a wall outlet. The notebook battery starts charging.



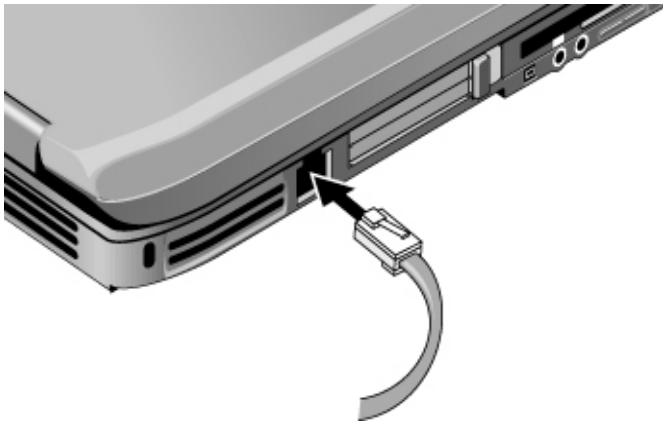
When unplugging the power cord, unplug it from the outlet before unplugging it from the AC adapter.



While the battery pack is charging, you can continue with the section [“Step 3: Connect a Phone Line.”](#)

Step 3: Connect a Phone Line

1. Make sure the telephone line is an analog line, sometimes called a data line. (Do not use a digital line.)
2. Connect the telephone cord (RJ-11) into a telephone jack.
3. Plug the other end of the telephone cord into the RJ-11 modem jack on the notebook.



For details about using the modem, including AT commands, see the *Documentation* CD included with your notebook.

Step 4: Turn On the Notebook

Press the power button above the left side of the keyboard. The notebook boots up, and Windows starts automatically.



If your notebook does not turn on when operating on battery power, the battery pack may be out of power. Plug in the AC adapter, then press the power button again. Leave the AC adapter plugged in for several hours to fully charge the battery pack. Charge times will vary.



WARNING: This notebook is designed to run demanding applications at full power. As a result of increased power consumption, it is normal for the notebook to feel warm or hot when used continuously. To avoid potential discomfort or burns, do not block the air vents or use the notebook on your lap for extended periods. The notebook complies with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

Step 5: Set Up Windows

Your notebook has the Microsoft Windows operating system preinstalled on its hard drive. The first time you turn on your notebook, the Windows Setup program runs automatically and includes opportunities to customize your setup.

1. Follow the Setup program instructions on the screen. If the program prompts you to enter the Product ID code, locate the code on the bottom of the notebook.
2. Check the modem country or region settings. Select Start > Control Panel > Printers and Other Hardware > Phone and Modem Options, then select your country/region.

Using the Documentation CD

Information about using the notebook can be found on the *Documentation* CD included with the notebook. To view a guide:

1. Insert the *Documentation* CD into a CD or DVD drive. If autorun is enabled, the reference library menu is displayed on the screen (this may take a few seconds).
2. Select the guide you want to read from the reference library menu.
3. If prompted, accept the Adobe® Acrobat® Reader license agreement or install Acrobat Reader by following the instructions on the screen.

Basic Operation

Operating Your Notebook

You can start and stop your notebook by using the power button. However, alternative methods may be required, depending on power considerations, types of active connections, and startup time. This chapter describes several of these methods.

Default Power Settings

Power mode	To enter this mode	Function
ON —Power status light is on.	Briefly press the power button.	Powers on the notebook.
OFF —Power status light is off.	Select Start > Turn Off Computer > Turn Off. If the system has stopped responding and Windows shutdown procedures cannot be used, press and hold the power button for 4 seconds to turn off the notebook.	Powers off the notebook.
Standby —Power status light blinks.	Select Start > Turn Off Computer > Standby. -or- Allow the system to time out.	<ul style="list-style-type: none">■ Saves significant power.■ Turns off the display and other components.■ Maintains current session in RAM.■ Restarts quickly.■ Restores network connections.
Hibernation —Power status light is off.	If the notebook is already on, briefly press the power button. -or- Press Fn+F12 . -or- Allow the system to time out.	<ul style="list-style-type: none">■ Saves maximum power.■ Saves current session to disk, then shuts down.■ Restores network connections.

You can also customize how these power modes work. See the “Battery Packs and Power Management” chapter in the *Reference Guide* on the *Documentation* CD included with your notebook.

To Reset the Notebook

Occasionally, Windows or the notebook may stop responding and you will not be able to turn off the notebook. If this happens, try the following procedures in the order listed:

- If possible, shut down Windows. Press **ctrl+alt+del**, then select Shut Down > Restart.

-or-

- Press the power button for at least 4 seconds until the display shuts down. Unsaved data will be lost. Press the power button again to restart.

-or-

- Insert the tip of a paper clip into the reset button on the bottom of the notebook, then press the power button to restart.

To Change the Boot Device

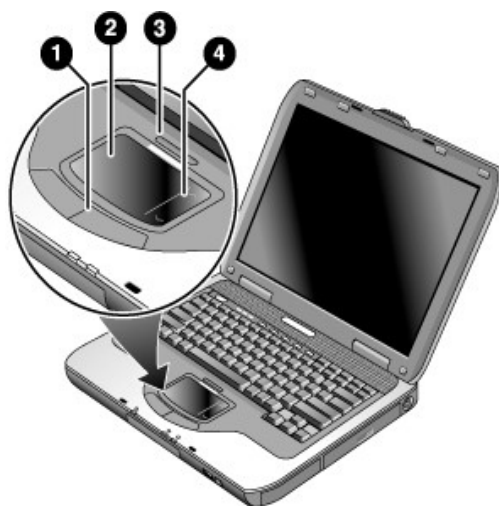
The notebook normally boots from its internal hard drive. You can also boot the notebook from a diskette drive, a CD-ROM drive, or an internal network interface card.

1. Select Start > Turn Off Computer > Restart.
2. When the logo screen appears, press **esc** to display the Boot menu.
3. Use the arrow keys to select the boot device, then press **enter**.

If you want to boot from a specific device whenever it is present, change the boot order using the BIOS Setup utility. See [“Configuring Your Notebook”](#) in the “Troubleshooting” chapter in this guide.

To Use the TouchPad

The TouchPad includes an on-off button so you can turn off the TouchPad to avoid moving the pointer accidentally when you are typing. The indicator light turns off when you turn off the TouchPad.



-
- ❶ **Click buttons.** The Click buttons work like the left and right buttons on a standard mouse.
 - ❷ **TouchPad** (touch-sensitive pointing device).
 - ❸ **TouchPad on-off button and indicator light.**
 - ❹ **Scroll pad.** The scroll pad causes the contents of the active window to scroll vertically.
-

To Use the Tap to Click Function of the TouchPad

The Tap to Click function of your TouchPad is enabled by default. To disable it, follow the instructions included here:

1. Select Start > Control Panel > Printers and Other Hardware > Mouse. The Mouse Properties dialog box opens.
2. Select the Tapping tab.
3. In the left panel, clear the Tapping check box.
4. Select Apply > OK.

The Tap to Click function is now disabled.

To Use the Function Hot Keys



The combination of the **Fn** key plus another key creates a hot key—a shortcut key sequence—for various system controls. To use a hot key, press and hold **Fn**, press the appropriate second key, then release both keys.

This hot key	Does this
Fn+F1	Decreases the display brightness.
Fn+F2	Increases the display brightness.
Fn+F5	Toggles the external monitor on and off.
Fn+F8	Toggles the built-in keypad on and off. Does not affect an external keyboard. If Num Lock is on, then the numeric functions are active; otherwise, cursor control is active (as marked on an external keyboard).
Fn+F12	Initiates Hibernation.
Fn+NumLock	Toggles Scroll Lock on and off.
Fn+Page Up	Increases the audio volume and cancels the mute setting.
Fn+Page Down	Decreases the audio volume.
Fn+Backspace	Mutes/unmutes the audio output.

Using CDs or DVDs

To Play DVD Movies

If your notebook is equipped with a DVD or other DVD-readable drive, it also includes DVD player software that lets you play DVD movies.



DVDs can have regional codes embedded in the disc data. These codes prevent DVD movies from being played outside the region of the world in which they are sold. If you get a region code error, you are trying to play a DVD intended for a different region.

Most DVD drives let you change the region code only a limited number of times (usually no more than 4). When you reach this limit, your last change to the region code will be hard-coded on the DVD drive and will be permanent. Your warranty does not cover the expense of correcting this situation. Refer to the Help for your DVD player software for details about setting region codes.

To Write to DVD Media (Select Models Only)

If your notebook is equipped with a DVD+RW/R and CD-RW Combo Drive, you must install your DVD burning software from the CDs included with your notebook before you can write to DVD media.

When writing to DVD+R or DVD+RW media, observe the following guidelines:

- Place the notebook on a flat, stable surface.
- Ensure that the AC adapter is connected to the notebook and an AC electrical outlet.
- Close and exit all other software applications, except the CD burning software (when writing a data disc) or DVD burning software (when writing a video disc).

To Connect a TV to Your Notebook (Select Models Only)

You can use a TV as an external monitor for your notebook. To connect a TV to your notebook:

1. Plug a standard 4-pin S-Video cable to the S-Video out jack on your notebook (yellow connector on the back panel). Plug the other end of the cable to the S-Video in jack on your television.



Although your notebook has a 7-pin S-Video out jack, the notebook accepts either a 7-pin or 4-pin cable connection.

2. Select Start > Control Panel > Appearance and Themes > Display. Then, select Settings tab > Advanced button > Display tab.
3. To enable the TV, select the red button next to TV.



If the S-Video cable is not plugged into your notebook and TV, the red button will not be displayed.

4. Select Apply to accept the changes.
5. If you are prompted to restart Windows, select Yes.

Battery Packs and Power Management

Using Battery Power

For information about how your notebook regulates power consumption and how you can manually reduce power consumption and extend the life of the notebook battery, see the “Battery Packs and Power Management” chapter in the *Reference Guide* on the *Documentation* CD included with your notebook.

To Check Battery Status

From the battery status light

- » Check the battery status light on the notebook.

From the Windows taskbar

The Windows taskbar can display a power icon that provides detailed battery status information (see Windows Help for details). The icon resembles a battery when a battery pack is the notebook's sole source of power.

- Place the pointer over the power icon to display the remaining battery charge. This value is shown as either a percentage of charge remaining or as time remaining.
- Select the power icon to open the Battery Meter window.

From the Windows Control Panel

- » Select Start > Control Panel > Performance and Maintenance > Power Options, then select the Power Meter tab to see the battery status. The Alarms and Advanced tabs provide additional power information options.

On the battery pack

1. Remove the battery pack from the notebook. See the [“Getting Started with Your Notebook”](#) chapter in this guide.
2. Press the contact pad on the side of the battery pack.

To Respond to a Low-Battery Warning

The notebook automatically alerts you when the battery power drops to a critically low level. The notebook first emits a high-pitched beep or displays a warning message. Then, if you do not restore power within a short time, the notebook goes into Hibernation.

After the notebook enters Hibernation in this way, you will not be able to turn it on again until you restore power by using one of the following procedures:

- Replace the battery pack with a charged one.
- Plug in the AC adapter.



If you plug in the AC adapter, you can continue to work while your battery pack recharges.

To Recharge the Battery Pack



CAUTION: The AC adapter is normally warm when plugged into an AC outlet. The notebook is normally warm while recharging. Do not recharge the notebook in a briefcase or other confined space, or the battery pack could overheat.

- » Plug the AC adapter into the notebook.

Charging can take several hours. If you continue working while the battery pack charges, the charging time may increase.

The operating time for a fully charged battery pack depends on the notebook model, power management settings, and level of use.

To Get the Most from Your Battery Packs

Follow these suggestions to make your battery power last as long as possible:

- Plug in the AC adapter, especially when using a CD-ROM or DVD drive, or any external connections such as a PC Card or a modem.
- Set the display brightness to the lowest comfortable level (**Fn+F1**).
- Put the notebook in Standby when you will not be using it for a short while.
- Put the notebook in Hibernation whenever you want to save your current session but will not be using the notebook for a day or more.
- Set the automatic timeout settings to emphasize saving power. If your notebook has a multispeed processor, use the lower speed on battery power (the default settings conserve battery power).
- If your notebook has a wireless on-off button, turn off the wireless function when you are not using it. Press the wireless on-off button to turn off the light.
- If you have a PC Card, such as a network card, remove it when you are not using it. Some PC Cards use significant power even while they are inactive.
- If you work with an application that uses the serial port or a PC Card, exit the application when you finish using it.

In addition, follow these suggestions to extend the life of your battery packs:

- Do not leave battery packs unused for long periods. If you have more than one, rotate them.
- Unplug the AC adapter when the notebook is not in use.
- If the notebook will be unused and unplugged for more than 2 weeks, remove and store the battery pack.



CAUTION: To prevent damage to the battery pack, do not expose it to high temperatures for extended periods of time.

- High temperatures accelerate the self-discharge rate of a stored battery pack. To prolong the charge of a stored battery pack, place it in a cool, dry location.
- To maintain the accuracy of battery charge displays, calibrate a battery pack that has been stored for one month or more before using it.
- Avoid using or charging battery packs at high temperatures.

Disposing of a Used Battery Pack



WARNING: There is a risk of fire and chemical burn if a battery pack is handled improperly. Do not disassemble, crush, or puncture a battery pack or short the contacts on a battery pack. Do not expose a battery pack to temperatures higher than 60°C (140°F) or dispose of a battery pack in water or fire.

When a battery pack has reached the end of its useful life, do not dispose of it in general household waste.

- In Europe, dispose of or recycle battery packs by using the public collection system or by returning them to your service partner.
- In other regions, refer to the *Worldwide Telephone Numbers* booklet, included with the notebook, to contact your service partner and request information about battery pack disposal.

For more information about battery pack precautions and disposal and the complete text of governmental agency notices, refer to the *Regulatory and Safety Notices* guide on the *Documentation CD*.

Troubleshooting

Troubleshooting Your Notebook

This chapter contains solutions to many types of problems you might have with your notebook. Try the solutions one at a time, in the order in which they are presented.

Here are some other sources of information for troubleshooting:

- For a more complete list of troubleshooting suggestions, see the “Troubleshooting” chapter in the *Reference Guide* on the *Documentation CD* included with your notebook.
- Use the Windows troubleshooters. Select Start > Help and Support.
- Select the question mark One-Touch key located at the top of the keyboard.
- See the Microsoft Windows manual shipped with the notebook.
- Refer to the *Worldwide Telephone Numbers* booklet to contact customer service for help and support.

Display Problems

If the Notebook Is On, But the Screen Is Blank

- Move the mouse or tap the TouchPad. This will wake the display if it is in Display-off mode.
- If the notebook is cold, allow it to warm up.

If the Screen Is Difficult to Read

- Set the display resolution to its default setting of 1024 × 768 or higher, depending on your model, by selecting Start > Control Panel > Appearance and Themes > Display.
- Adjust the size of the desktop icons and labels.
- Adjust the brightness of the screen.

If an External Display Does Not Work

- Check the connections.
- The external monitor may not be detected. In the BIOS Setup utility, try setting Video Display Device to Both in the System Devices menu.
- If you are using a TV connected to the optional S-Video port, you must activate the TV.
- Install the driver or .inf file for your specific monitor
 - ❑ Select the external monitor as the primary display device in the display properties
 - ❑ Continue to toggle **Fn+F5** until the external display is enabled.

Hard Drive Problems

If the Notebook Hard Drive Does Not Spin

- Make sure the notebook has power. If necessary, connect the AC adapter, and make sure it is fully plugged into a power source and into the back of the notebook.
- Remove and reinsert the hard drive.

If Files Are Corrupted

- Open My Computer, and the disk you want to scan. Select File > Properties. Select the Check Now box under the Error-checking section of the Tools tab.
- Run the virus-scanning program.
- If necessary, you can format the hard disk and reinstall the original factory software using the system recovery features described in the “[Troubleshooting](#)” chapter of the *Reference Guide*.

Keyboard and Pointing Device Problems



Use these suggestions for built-in or external devices.

If the Pointer Is Difficult to Control

- Adjust the pointer controls by selecting Start > Control Panel > Printers and Other Hardware > Mouse.
- Ensure that your thumb or palm is not pressing or near the TouchPad on-off button while typing.
- Use an external mouse if using the TouchPad is difficult.

If the TouchPad Does Not Work

- Press the TouchPad on-off button to turn on the light.
- Do not touch the TouchPad while the notebook is rebooting or resuming from Standby mode. If you do, try the following: press a key on the keyboard to restore normal operation.
- If an external mouse is connected, the built-in pointing devices are normally disabled. You can change this setting with the BIOS Setup utility. See [“Configuring Your Notebook”](#) in this chapter.
- Restart the notebook by selecting Start > Turn Off Computer > Restart.

Performance Problems

If the Notebook Stops Responding

- Press **ctrl+alt+del** and use Task Manager to end the application that is not responding.
- Press the power button for at least 4 seconds to turn off and reset the notebook. Unsaved data will be lost. Then press the power button again to turn the notebook back on.
- If nothing happens, insert the tip of a paper clip into the reset button on the bottom of the notebook. Then press the power button to turn the notebook back on.
- To avoid lockup problems, avoid turning the notebook off or putting it into Standby while graphic-intensive applications are running.

Power and Battery Pack Problems

If the Notebook Turns Off Immediately After It Turns On

Battery power is probably extremely low. Plug in the AC adapter or insert a charged battery pack.

If the Notebook Keeps Beeping

The notebook beeps repeatedly or displays a warning when battery power is low. Save your work, shut down Windows immediately, and insert a charged battery pack or plug in the AC adapter.

If the Battery Pack Does Not Charge

- Make sure the AC adapter is fully plugged into the power source and the notebook, and that the light on the adapter is on.
- If you are using a power strip, remove the AC adapter from the power strip and plug it directly into a wall outlet.
- Make sure the battery pack is fully installed and locked in place.
- Make sure you are using only the AC adapter included with your notebook (or other approved adapter that meets the power requirements of the notebook). Do *not* use a 60-watt, 3.16-amp adapter.
- Move the notebook away from any nearby heat source. Unplug the AC adapter and allow the battery pack to cool down. If the battery pack gets too hot, it will not charge properly.
- If available, try another battery pack and AC adapter.

Startup Problems

If the Notebook Does Not Respond When You Turn It On

- Connect the AC adapter.
- Reset the notebook by inserting the tip of a paper clip into the reset button on the bottom of the notebook. Then press the power button to turn it on.
- If the notebook still does not respond, remove the battery pack and AC adapter, remove any PC Cards, and undock the notebook if docked. Then plug in the AC adapter again, and reset the notebook using the reset button.

If the Notebook Will Not Boot from Battery Power

- Make sure the battery pack is properly inserted and fully charged. Check the battery charge by removing it and pressing the pad on the side of the battery pack. The lights show the charge level.
- If available, try another battery pack.

Configuring Your Notebook

The BIOS Setup utility helps you configure your notebook operation.

To Run the BIOS Setup Utility

The BIOS (basic input and output system) Setup utility enables you to make changes to the notebook system configuration and to tailor the operation of your notebook to your individual work needs.

The settings made in BIOS Setup generally control the notebook hardware, and so greatly affect how the notebook operates.

1. Select **Start > Turn Off Computer > Restart**.
2. When the logo screen appears, press **F2** to enter BIOS Setup.
3. The pointing devices are not active in BIOS Setup, so you will need to use the keyboard to navigate:
 - ☐ Press the **left** and **right** arrow keys to move among menus.
 - ☐ Press the **up** and **down** arrow keys to move among parameters in a menu.
 - ☐ Press **+** or **-** to move through values for the current parameter, or press **enter** to change a setting.
4. After you select the options you want, press **F10** or use the Exit menu to exit BIOS Setup.
5. If the settings cause a conflict between devices during reboot, the system prompts you to run BIOS Setup, and marks the conflicting settings.

The following tables describe BIOS settings for the BIOS version at publication. If your BIOS is a different version, some settings may differ from those shown.

Main Menu

Setting	Description	Default
BIOS Revision	Shows the current BIOS version.	Detected automatically
System Time	Sets the time using 24-hour format. Values set take effect immediately.	
System Date	Sets the date using dd/mm/yy format (except English, which uses mm/dd/yy format).	
Language	Sets the language for BIOS Setup.	Detected automatically
Internal Hard Disk	Sets the hard drive type and various parameters.	Detected automatically
UMA Video Memory	Sets the video memory size allocated from total installed memory (RAM).	Auto
Memory	Shows the extended memory size.	Detected automatically
Serial Number	Displays the serial number as shown on the back of the unit.	Detected automatically
Service ID	Displays an identifier used for repair service.	Detected automatically
UUID	Displays the value of the 16-byte UUID (Universally Unique ID) as 32 hex characters.	Detected automatically
MAC Address	Displays the MAC network address of the internal (wired) LAN.	Detected automatically

Updating Software and Drivers from the Web

Software and driver updates for your notebook are available for download. For more information, visit the Web site at <http://www.compaq.com/consumersupport>.

Using System Recovery Features

The notebook system recovery process provides several options for recovering optimal system functionality. The Notebook Recovery Solution consists of the following restore CDs:

- *Operating System CD*
- *Driver Recovery CD*
- *Application Recovery CDs*
- Third-party CDs for software included on select models

For detailed information, see the “Troubleshooting” chapter in the *Reference Guide*.

Please refer to Microsoft operating system (OS) documentation and Web site for specific information regarding:

- Repairing missing or damaged OS files
- Adding or removing Windows components
- Creating System Restore Points

The *Operating System CD* may be required for these actions. However, procedures will vary.



For best results, attempt to recover optimal notebook functionality by using the following procedures *in the order described here*.

Safeguarding Your Data

Software or devices added to the notebook can cause your system to become unstable. To safeguard your documents, store personal files in the My Documents folder and periodically create a backup copy of My Documents. Setting System Restore points is also recommended.

Your notebook sets System Restore points (benchmarks) daily as you change your personal settings. The notebook may also set restore points when you add new software or devices. You should periodically set personal restore points when the notebook is functioning at optimal performance and before installing new software or devices. This enables you to return to a previous configuration restore point if you encounter problems.

To set a system restore point:

1. Select Start > Help & Support. Select the task Use Tools to view your computer information and diagnose problems. Select System Restore. A System Restore window opens.
2. Follow the on-screen directions for setting a restore point.

To restore the notebook to a previous date and time when it was functioning optimally:

1. Select Start > Help & Support > Tools > System Restore.
2. Follow the on-screen directions for restoring the notebook.

Operating System (OS) CD Repair

To repair the operating system without deleting your personal data, use the standard Microsoft OS CD that was shipped with the notebook. This CD contains the following preinstalled operating systems:

- Microsoft Windows XP Home or Pro (depending on configuration)
- Appropriate service pack

To repair the operating system:

1. Connect the notebook to external power and turn on the notebook.
2. Immediately insert the OS CD into the notebook.
3. Press and hold the power button for 5 seconds to turn off the notebook.
4. Press the power button again to start the notebook.
5. When prompted, press any key to boot from CD. After a few minutes, the Welcome to Setup screen is displayed.
6. Press **enter** to continue. A Licensing Agreement screen is displayed.
7. Press **F8** to accept the agreement and continue. The Setup window opens.
8. Press **R** to repair the selected Windows installation. The repair process begins. This process takes 1 to 2 hours to complete. The notebook restarts in Windows after the process is complete.

OS CD Reinstall

If other recovery efforts do not successfully repair the notebook, you can reinstall the operating system.



WARNING: Personal data and software you have installed on the notebook will be lost during the OS CD reinstall. To protect your data, make a backup copy of My Documents before reinstalling your operating system. Visit Help and Support to learn more about backing up your files.

To reinstall the operating system:

1. Connect the notebook to external power and turn on the notebook.
2. Immediately insert the OS CD into the notebook.
3. Press and hold the power button for 5 seconds to turn off the notebook.
4. Press the power button again to start the notebook.
5. When prompted, press any key to boot from the CD. After a few minutes, the Welcome to Setup screen opens.
6. Press **enter** to continue. A Licensing Agreement screen is displayed.
7. Press **F8** to accept the agreement and continue. The Setup window is displayed.
8. Press **esc** to continue installing a fresh copy of the operating system without repairing.
9. Press **enter** to set up the operating system.
10. Press **C** to continue setup using this partition.

11. Select Format the partition using the NTFS file system (Quick) and press **enter**. A caution is displayed that formatting this drive will delete all current files.
12. Press **F** to format the drive. The reinstallation process begins. This process takes 1 to 2 hours to complete. The notebook restarts in Windows after the process is complete.



When prompted for the product key, refer to the Microsoft Certificate of Authenticity located on the bottom of the notebook.

Reinstalling Drivers

After the OS installation process is complete, you must reinstall drivers. Use the *Driver Recovery* CD with the OS CD for hardware driver and system utility refresh and for full system software restoration.

To reinstall drivers:

1. While running Windows, insert the *Driver Recovery* CD into the optical drive.
2. If you do not have Autorun enabled, select Start > Run. Then type D:\SWSETUP\APPINSTL\SETUP.EXE (where D indicates the optical drive).
3. Select the desired driver(s) or system utility from the *Driver Recovery* CD menu.
4. Select Next to complete the installation.

Restoring Software Applications

After the drivers are reinstalled, you must reinstall any software you added to the notebook. Use the *Application Recovery* and third-party discs to reinstall or continue restoring software applications. Follow the installation instructions provided with the software discs included with the notebook.

Index

1394 port location 1–4

A

AC adapter

connecting 1–9

jack location 1–4

Acrobat Reader 1–12

adjusting

brightness 2–6

volume 2–6

audio

adjusting volume 2–6

jack location 1–4

mute button 1–4

volume control location 1–4

B

back panel components 1–4

battery packs

checking battery status 1–6,
3–2

disposal and recycling 3–6

disposing of 3–6

extending life of 3–4

installing 1–8

location 1–3

low-battery warning 3–3

recharging 3–3

release latch 1–5

status lights 1–6

troubleshooting 4–5

battery power

check status 3–2

low-battery warning 3–3

recharging 3–3

battery status lights 3–2

BIOS Setup Utility 4–7

bottom panel components 1–5

brightness, adjusting 2–6

buttons

Click 1–3

One-Touch 1–3

on-off (on TouchPad) 1–3

power 1–3, 1–11

reset 1–5

wireless on-off 1–3

C

cable lock slot 1–4

changing the boot device 2–3

Click buttons 1–3

components

back panel 1–4

bottom panel 1–5

keyboard status lights 1–3

left panel 1–4

status lights 1–2

configuring

notebook 4–7

configuring the notebook 4–7

connecting

AC power 1–9

phone line 1–10

TV (as an external monitor)
2–8

connectors

audio 1–4

RJ-11 (modem) 1–4

RJ-45 (network) 1–4

security 1–4

S-Video out 1–4

D

decreasing display brightness 2–6

display

adjusting brightness 2–6

troubleshooting 4–2

Documentation Library CD 1–12

drivers

reinstalling 4–13

updating 4–9

DVD drive

creating data disc 2–7

creating movie disc 2–7

playing movies 2–7

setting region code 2–7

E

external monitor

connecting 2–8

port location 1–4

F

function hot keys 2–6

H

hard drive

activity status light 1–6

location 1–3, 1–5

troubleshooting 4–3

Hibernation mode 2–2

hot keys 2–6

I

identifying components 1–2

increasing display brightness 2–6

inserting the battery pack 1–8

K

keyboard

status lights 1–3, 1–7

troubleshooting 4–3

keys 2–6

L

left panel components 1–4

low-battery warning 3–3

M

Mini PCI cover 1–5

N

network jack, location 1–4

O

One-Touch buttons 1–3

on-off button 1–3

open/close latch 1–3

Operating System CD

reinstall 4–12

repair 4–11

P

- parts of the notebook
 - back panel 1–4
 - bottom panel 1–5
 - left panel 1–4
 - status lights 1–6
- PC Card slot location 1–4
- performance, troubleshooting 4–4
- ports
 - 1394 1–4
 - external monitor 1–4
 - USB 1–4
- power
 - button 1–3, 1–11
 - mode status light 1–6
 - settings 2–2
 - troubleshooting 4–5

R

- RAM cover 1–5
- recharging the battery pack 3–3
- reinstalling
 - operating system 4–12
 - software 4–13
- repairing the operating system 4–11
- reset button
 - location 1–5
 - using 2–3
- restoring software 4–13
- RJ-11 (modem) jack
 - connecting 1–10
 - location 1–4
- RJ-45 (network) jack 1–4

S

- safeguarding data 4–10
- safety information 1–1
- scroll pad, location 1–3
- setting up the notebook
 - connect phone line 1–10
 - connect power 1–9
 - install battery pack 1–8
 - power on 1–11
 - set up Windows 1–12
 - troubleshooting 4–6
- settings, BIOS 4–8
- setup utility 4–7
- slot location
 - cable lock 1–4
 - PC Card and CardBus 1–4
- software, restoring 4–13
- Standby mode 2–2
- startup, troubleshooting 4–6
- status lights
 - battery charge 1–6
 - hard drive 1–6
 - keyboard 1–3, 1–7
 - location 1–3
 - main 1–3, 1–6
 - meanings 1–6
 - wireless indicator 1–3
- S-Video out jack
 - location 1–4
 - using 2–8
- system recovery 4–9

T

telephone line connection 1–10

1394 port location 1–4

toggling built-in keypad 2–6

TouchPad 1–3

- functions 2–5

- troubleshooting 4–4

- use of 2–4

troubleshooting

- battery packs 4–5

- display 4–2

- hard drive 4–3

- keyboard 4–3

- performance 4–4

- power 4–5

- startup 4–6

turning off the notebook 2–2

turning on the notebook 1–11, 2–2

U

updating

- drivers 4–9

- software 4–9

USB port location 1–4

using BIOS Setup Utility 4–7

V

volume control 1–4

W

wireless

- indicator light 1–3

- on-off button 1–3